



# British Flyball Association

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## **Members Handbook Policies, Procedures and Information**

June 2025

## Welcome and Introduction

Welcome to your Members Handbook where you will find the policies and procedures that govern our Association, together with other useful membership information

As a member of the Association you are required to familiarise yourself, and comply with these policies and procedures.

The contents of this manual are regularly reviewed and updated by the relevant British Flyball Association (“BFA”) officials and working parties to reflect changes to legal requirements and in the Association. Any such changes will be communicated through the appropriate channels in use within the Association at the time of change.

The BFA Committee

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## British Flyball Association Code of Conduct

As a member of the British Flyball Association (BFA) you are required to comply with our **Code of Conduct**. This relates to the nature of your role and your responsibilities as a member of the organisation.

### What is the Code of Conduct?

It is a set of requirements that you are expected to meet during your period of membership with the BFA. The Code describes our expectations of your conduct and behaviour, reflecting the standards of behaviour and conduct thought to be reasonable and appropriate for a member of an association such as the BFA. Knowledge of and adherence to these expectations are a requirement of membership and it is your responsibility, by accepting a membership of the BFA, to ensure that you will uphold these standards.

### What sits behind the Code of Conduct?

As a member of the BFA, you will be expected to adhere to both national government legislation and statutory guidance, and the policies of the BFA. These frameworks inform the Code of Conduct. Of particular importance are the policies and legislations that respect and safeguard individuals, challenge stereotypes and prejudice, and promote equal opportunity regardless of age, class, disability, ethnicity, sex, gender identity, marital status, race, religion, and sexual orientation. Particularly relevant are:

- legislation relating to safeguarding (e.g. that of the Independent Safeguarding Authority); and,
- legislation relating to equality and diversity (e.g. the Equality Act, 2010; the Disability Discrimination Act 1995)

## Conduct Requirements

The following provides you with general guidance for your conduct as a member of the BFA:

### As a member you must

- i. Always conduct yourself in an appropriate manner in flyball contexts. For example (not an exhaustive list), when at flyball events such as competitions, demonstrations, and training sessions, in flyball related events such as AGMs and EGMs and also when using social media and other forms of communication. This always includes respectful communications verbally, electronically and in any written communication.
- ii. Always exhibit appropriate behaviour towards others (both children and adults).
- iii. Follow the BFA Constitution and Rules of Racing and interpret them in the spirit of promoting and supporting the flyball community and the sport.
- iv. Follow **all BFA policies and procedures published in the Members Handbook and on the BFA website**. You are expected to familiarise yourself with them and comply with those policies. (Social Media, Data Protection, Disability Discrimination, Safeguarding).



## Role Descriptors for BFA Committee Members and Officers of the committee

The following role descriptors outline the primary duties of the elected and appointed members of the BFA Committee as described in the Constitution.

The role descriptors are not an exhaustive list of duties of the role holders but where additional items are identified as requirements of the role, they shall be introduced to the role descriptor by mutual agreement between the elected members of the Committee and the appointed members.

### The Committee

The Committee will make decisions as a collective group, in accordance with the constitution, and hold joint responsibility for decisions and actions taken.

All Committee members are responsible for ensuring that all decisions are taken in the best interests of the association and that their role is carried out effectively.

Individual members should demonstrate selflessness, integrity, objectivity, accountability, openness, honesty and leadership. (known as The Nolan Principles).

### Primary Members

1. A **Chairperson** appointed by a majority vote of the Committee who will: oversee and facilitate the activities of the Committee; lead Committee discussions and all General Meetings; determine the outcome of any vote by the Committee and, if the vote is tied, use a further vote of their own so that the Committee's vote provides a conclusive outcome; and sign all minutes of Committee meetings if they are satisfied that they are accurate; be a point of contact or liaise with external organisations.
2. A **Treasurer** appointed by a majority vote of the Committee who will: collect and deposit funds; examine and certify expenditures; provide audited accounts and prepare an annual financial report for the Annual General Meeting; report on the current financial standing of the BFA at each meeting of the Committee; keep a register of all assets of the BFA over the value of £50; maintain the BFA's insurance policies; and administer fiscal penalties for late race returns; be a point of contact or liaise with external financial organisations and bodies.
3. A **Secretary** appointed by a majority vote of the Committee who will be responsible for the administrative duties of the BFA, both internal and external, including but not limited to: legal counsel; minutes and meetings; mailing and correspondence; the keeping of relevant records of all the BFA's dealings; and maintaining a record of all approved BFA Officials, e.g. Head Judges.

4. **A Vice Chair** appointed by a majority vote of the Committee, who will: support the Chair and deputise in their absence, this includes chairing meetings when the chair is unavailable and helping to facilitate discussions and decision making; provide support to the chair to carry out their responsibilities; work closely with the chair acting as a critical friend; complete specific projects or duties assigned by the chair or committee, either internally within the association or with/ or for external organisations/bodies.
5. **Committee Members** will work effectively as a team with the other 8 members of the elected Committee. Deal with all Committee correspondence impartially, fairly and in a timely manner. Will declare any conflicts of interest when they become apparent, be available to attend face to face and or online meetings. Attend every AGM whilst serving as a Committee member. Act as mediator or an Investigating Officer on behalf of the BFA Committee for incidents, complaints or dog welfare issues. Attend, support and assist with planning for BFA Championships and BFA training events.

## Officers

6. A **Records and Statistics Team** who will: maintain, in respect of BFA-sanctioned competitions, all sanctioned tournament records and the BFA's statistics, issue tournament results, prepare seeding lists and ratify times and records; make the same available to BFA-sanctioned tournament organisers in order that the organiser can comply with BFA requirements; and keep the same up to date on the BFA's website;
7. A **Webmaster** who will be responsible for the administration and technical maintenance of the BFA Website, including both web and mail servers; on request, advise the Committee on all aspects of the BFA Website; and liaise with the Membership Secretary and Tournament Secretary, Records and Statistics Coordinator and the Secretary to ensure the smooth running of their respective areas;
8. A **Membership Secretary** who will: keep, maintain and update all Club and Team registrations, membership names, addresses, telephone numbers and subscription details; allocate membership, team and dog numbers; provide the appropriate details to the Records and Statistics Coordinator and to the Treasurer as and when required; and maintain all relevant data on the BFA Website;
9. **Regional Representatives**. Each BFA geographical region will be served by a Regional Representative appointed by the Committee who can be approached by prospective new members, new teams and existing members and teams for help and advice in respect of the BFA and flyball in general.
10. A **Trainers Team** that develop, provide and deliver training resources for members that will allow them to compete with their dog/s safely and positively and in compliance with the BFA rules of racing.

11. A **Show Secretary** who will: approve dates for sanctioned tournaments; ensure that tournament organisers receive all the necessary information to comply with BFA requirements; maintain all relevant data on the BFA Website; take bookings for all BFA-owned Electronic Judging Systems (EJS)
12. A **Complaints Officer who will:** manage complaints through the BFA complaints pathway from the initial complaint to the final outcome decision – reviewing the complaint on initiation, and ensuring that due process and time management is followed through the BFA complaints pathway keeping both parties to the complaint informed about the progress of the complaint to ensure they are fully aware of the procedure and need for confidentiality.

13. A **Constitution Working Party**

This consists of members who have volunteered for the role. Members of the Constitution Working Party, will be appointed by the Committee annually, and will work on behalf of the Membership to keep, maintain and update both the content and overall format of the Association's Constitution along with any associated Appendix or BFA "Guidance" produced documents for Members.

The Working Party's overall aim will be to ensure the integrity, cohesion, relevance, appropriateness, and practicality of these important documents for the Membership.

To achieve these aims the Working Party will:

- be available to assist, guide, help and advise the Committee, together with its other Subgroups, as well as being available for individual Members to discuss any changes they may wish to submit for consideration by the Membership.
- Ensure that any changes which are approved by the Membership or are required by UK legislation, are incorporated into the Association's documents in a timely and appropriate manner.
- Provide the Committee and Members with ongoing information and advice about the progress of its activities, along with any other issues it feels need to be addressed.

14. A **Rules Working Party**

This consists of members who have volunteered for the role. Members volunteering for the rules working party will be appointed by the Committee annually and will then work on behalf of the membership to keep, maintain and update, both the content and overall format of the Associations' Rules of Racing, along with any associated appendices or BFA guidance produced documents for members.

The Rules Working Party' overall aim will be to ensure that any proposed changes to a rule do not conflict with the spirit or intention of another existing rule or the Associations Constitution.

The Working Party will:-

- when requested advise the Committee and its working groups on the interpretation of the rules.
- Assist members with the preparation of proposals for any new rule or rule amendment that they wish to or have submitted for consideration at an Annual General Meeting.
- Ensure that any changes to the rules which are approved by the Membership or are required by UK legislation, are incorporated into the Associations documents in a timely and appropriate manner.
- Provide the Committee and members with ongoing information and advice the progress of its activities, along with any other issues it feels need to be addressed.

15. A **Champs Working Party** that will complete all forward planning of the committee-run Championship events to meet the needs of the association in terms of racing requirements, member activities and venue facilities within the cost parameters set by the Committee. The working party will provide all relevant information and financial costs to allow the committee to make timely decisions on behalf of the membership to achieve “best value”.
16. A **Media Team** that is responsible for promoting the sport of flyball and raising awareness of the Associations activities both internally and externally through all aspects of media, marketing, and communication,

The team`s main areas of responsibility are:

Content Creation: - Developing creative and engaging content for social media platforms, blogs, vlogs, and other digital media to promote the association, its events, and initiatives.

Social Media Management: - maintaining and managing the association's social media accounts (e.g. Facebook, Instagram, YouTube, TikTok), ensuring regular, relevant, and timely posts that reflect the association's values and activities.

Event Marketing and Coverage: - Promoting upcoming events, providing live or post-event media coverage, and creating media assets that showcase the sport, clubs, and individuals within the community.

Public Relations: - Provision of support and advice to the Committee regarding public and press relations, ensuring a consistent and professional public image.

Website and Online Communications: - Assisting in maintaining the associations website and other online communication platforms, ensuring information is current, accessible, and engaging.

17. A **Judges Board** who will oversee BFA Judges and Judging Qualifications and promote high standards and consistency of judging decisions. Deal with incident reports, where deemed appropriate by the committee;
18. An **Awards Secretary** who will ensure that certificates are printed and glass awards ordered in a timely manner and that they are delivered to tournament organisers in good time for them to be presented;
19. A **Height Card Administrator** who will collate the information received on the C9 form into the Height Card database, ensure that the data is made available to tournament organisers prior to their events (either by e-mail or online), maintain and update the Dog Heights Master List once the criteria are met and answer any queries from members regarding the status of a dog's official height.
20. An **EFC Council Representative** who will perform the role of a Country Representative for the UK on the European Flyball Championships Council, and act as a liaison between that Council and the BFA Committee on matters which are relevant to the BFA and its BFA members who may wish to compete at the European Flyball Championship.
21. A **Veterinary Team**. A qualified Veterinary team who will advise the Committee on matters relating to dog welfare and health;
22. An **Accessibility and Safeguarding team** who will provide information to, and consult with the BFA on issues relating to inclusion and accessibility, consulting with the BFA on matters related to equal access, ensuring compliance with safeguarding policies, offering support to teams and responding effectively to safeguarding concerns to protect the well-being of individuals involved in the organisation.
23. **Young Members Coaches**  
The Young Members coaches work within the young members group , A young members coach is responsible for providing advice and help to all young members to ensure the development of both the individual and the sport as a whole. They liaise closely with the Safeguarding Team to help protect young members within the sport. They are involved in generating, developing and delivering young members' activities at BFA Championship events.



## Dog Awards

- BFA will award a certificate of achievement to any dog receiving 1,000 points.
- BFA will award a certificate of achievement to any dog receiving 3,000 points.
- BFA will award a certificate of achievement to any dog receiving 5,000 points.
- BFA will award a certificate of achievement to any dog receiving 10,000 points.
- BFA will award a certificate of achievement to any dog receiving 15,000 points
- BFA will award a Milestone certificate and award to any dog receiving 20,000 points.
- BFA will award a Milestone certificate and award to any dog receiving 30,000 points.
- BFA will award a Milestone certificate and award to any dog receiving 40,000 points.
- BFA will award a Milestone certificate and award to any dog receiving 50,000 points.
- BFA will award a valedictory certificate to any dog retiring full time from flyball regardless of points total. Certificate will identify dog and handler details, current club, first and last show, and status gained. A valedictory certificate will only be produced on request of the Club Captain and will only be produced once for each dog.



## Young members' award scheme

- 100 points Silver Aubrey-Wilson Award (Certificate)
- 200 points Gold Merryman Award (Certificate)
- 500 points Platinum Frost Award (Certificate)
- 1,000 points Pearl Knott Award (Certificate)
- 1,500 points Jade Mills Award (Certificate)
- 2,000 points Sapphire Jennison Award (Certificate and Glass Award)
- 2,500 points Diamond Barnard Award (Certificate and Glass Award)
- 3,000 points Opal Anderson Award (Certificate and Glass Award)
- 3,500 points Topaz Novasio Award (Certificate and Glass Award)
- 4,000 points Emerald Short Award (Certificate and Glass Award)
- 5,000 points Ruby Barraclough Award (Certificate and Glass Award)
- 6,000 points Amber Reynolds Dobson Award (Certificate and Glass Award)
- 7,000 points Alexandrite Hussain-Barker (Certificate and Glass Award)
- 8,000 points Zircon Charles iii (Certificate and Glass Award)
- 9,000 points Peridot Augustine (Certificate and Glass Award)
- 10,000 points Moonstone Myriad (Certificate and Glass Award)
- 12,000 points Quartz Aquila (Certificate and Glass Award)



## **Social media policy**

### **Purpose and Scope of the Policy**

The British Flyball Association (“the Association”) recognises that the internet provides unique opportunities to participate in interactive discussions and share information on particular topics using a wide variety of social media. Therefore, the Association does not wish to discourage its members (“the Membership”) from accessing and using such media, nonetheless it expects that certain standards of conduct are observed to protect its reputation and the Membership from the dangers of inappropriate use.

### **Who is covered by this policy?**

The policy covers the entire membership, including ordinary members, Committee members, office bearers, and any other officials or judges. Third parties who post to any public facing Association social media accounts or pages must also comply with the policy.

### **Procedure**

The BFA expects its members to keep confidential information secure.

- This means members must not post information on a social networking site which is confidential to the BFA, or its Membership.

The BFA expects its members to comply with data protection requirements.

- This means members must not breach any data protection obligations, for example disclosing personal information about another member online.

The BFA expects its members to act with integrity and comply with ethical standards and all applicable laws.

- This means members must not breach any other laws (in addition to Data Protection) or ethical standards (for example, to use social media in a false or misleading way).
- Members must not post entries on a social networking site which are derogatory, defamatory, discriminatory or offensive in any way or which could bring the Association into disrepute.

- Members should be aware that documents can be created on social networking sites which Courts can order to be disclosed for use in litigation. Consequently, the Membership will be assumed to have written any contentious items attributed to them unless they can prove definitively that they have not done so.

The BFA monitors its IT systems and Social Networking accounts/groups/pages as is deemed necessary in order to prevent inappropriate usage. Hard copy of any blog entries/social media posts will be used in any disciplinary proceedings.

Members should report any instances they feel may breach this policy to a BFA Committee member with accompanying screenshots/links/evidence wherever possible.

### **Disciplinary Action**

Members whose conduct breaches this policy will be subject to disciplinary action in accordance with the Association's Complaints and Disciplinary Procedures. This can be up to and including, dismissal and barring from the Association.

### **Acceptance**

By applying to be allowed to access any Social Media site operated by or in the name of the Association and continuing to use the site by either reading or posting comments, you indicate your acceptance of this policy and you agree to be bound by the conditions of use.



## Data protection policy

### Purpose and Scope of the Policy

The purpose of this policy is to outline the principles of Data Protection and ensure all members of the British Flyball Association (BFA) are aware of their obligations in accordance with the Data Protection Act 2018 (DPA18).

This policy covers all members of the BFA, all BFA officials and any individual handling or processing data on behalf of the BFA or a BFA sanctioned activity.

### The Data Protection Act

DPA18 is the UK legislation implemented as a result of the European General Data Protection Regulation (GDPR), which states that 'the protection of natural persons in relation to the processing of personal data is a fundamental right.' It confers rights and responsibilities on both individuals and organisations. Therefore, to protect the BFA and its membership, any individual handling or processing personal data should be aware of what personal data is, what processing means, and what their duties and responsibilities are so that they act in accordance with the law.

**Personal Data** means data which relates to a living individual who can be identified from that data. This includes any expression of opinion about the individual and any indication of the intentions of the data controller or any other person in respect of the individual.

**Processing** means collecting, storing, retrieving, holding, using structuring, filing and destroying personal data as well as the requirement to ensure correct processing of personal data.

### The Data Protection Principles

DPA18 gives people the right to access their personal data, the right to require the rectification or destruction of inaccurate data and the right to have their data treated in accordance with the 6 Data Protection Principles:

**Principle 1.** Personal data must be fairly and lawfully processed. You must be transparent, clear and open about the reason for collecting personal data; it is unlawful to collect personal data without a legitimate reason. Be sure you know why you need it before you ask for it.

**Principle 2.** Personal data must be obtained for one or more specified and lawful purposes and must not be further processed in any manner incompatible with that original purpose. The data can only be used for the purpose it was collected; it cannot be used again for a different purpose.

**Principle 3.** Personal data must be adequate, relevant and not excessive. Request and hold only sufficient data to achieve the stated purpose. Don't ask for personal data you don't need.

**Principle 4.** Personal data must be accurate and, where necessary, kept up to date. You should not knowingly hold or process inaccurate data.

**Principle 5.** Personal data must be kept no longer than necessary. Data should only be retained for as long as it is required. If you don't need it anymore, delete it.

**Principle 6.** Personal data is to be protected by appropriate technical and organisational measures against unauthorised or unlawful processing and against accidental loss or damage. You must take reasonable steps to ensure the data collected is secure and not accessible by someone who isn't authorised to use it.

Any members or officials processing data on behalf of the BFA are to act in accordance with DPA18 and the principles of data protection. In the context of the BFA, personal data may relate to membership details, personal details required for tournament entries, contact details (including those held by Club Captains for the club members). The DPA specifically relates only to people and does not relate to information about dogs. The DPA also applies to personal data processed on social media applications – see the BFA Social Media Policy.

**What to do if you think the BFA holds inaccurate or out of date personal data.** You should contact the holder of that data in the first instance. State what you think they hold and why it is inaccurate or out of date and what your request is (correction or deletion). If you consider that your request has not been adequately dealt with, please contact the BFA Data Protection Advisor (details on the BFA website). Please note that photographic proof of identification (e.g copy of passport/photo driving licence) will be required.

**How to access your personal data held by the BFA.** All requests for copies of personal data held as a record by the BFA should be sent in writing to the BFA Data Protection Advisor. Requests should detail precisely what information you require and where you think it is held. You will be required to provide photographic proof of identification. There is an administration charge of £10 for each request.

**Where to get further advice on the Data Protection matters.** Search data protection on the government website [www.gov.uk](http://www.gov.uk).



## BFA Fees

### New Membership

Single Membership	One adult member
Adult and Child membership	One adult member and all under 18's in one household
Joint Membership	Two adult members in one household
Family Membership	Two adults and all under 18's in one household

For each new member application there is a £3.00 joining fee, it will apply in addition to the sliding scale membership fee.

	January 2025 to March 2025	April 2025 to June 2025	July 2025 to September 2025	October 2025 to December 2025	January 2026 to March 2026
	£8.00	£23.00	£18.00	£13.00	£8.00
	£9.25	£28.00	£21.75	£15.50	£9.25
	£10.50	£33.00	£25.50	£18.00	£10.50
	£11.75	£38.00	£29.25	£20.50	£11.75

Renewals made from 1<sup>st</sup> April onward incur a £10 late renewal fee.

<b>New Team Application:</b>	£12 inc VAT
<b>Tournament Application:</b>	£12 inc VAT per day
<b>Tournament Results team fees:</b>	£2 per team inc VAT
<b>EJS(Lights) Hire(for BFA tournaments only):</b>	Per unit, per day: £60 inc VAT
<b>Payment to be submitted with complaint:</b>	£50 (refunded if complaint upheld)

### BFA Bank Details:

The British Flyball Association  
 Sort Code 30-93-45  
 Account Number: 00417549



## **Disability discrimination policy**

The purpose of this policy is to outline the principles of the Equality Act 2010 and to ensure all members of the BFA are aware of their obligations to not unlawfully discriminate against people with disabilities.

The Equalities Act 2010 protects disabled people and their carers from unlawful discrimination in all aspects of life including voluntary memberships of clubs and associations. The Act is therefore fully applicable to the BFA, its membership and our activities.

BFA flyball provides a unique level of access for people of all abilities to actively participate in competitive sport. We are proud to include in our membership people from all backgrounds and abilities but we must also understand the positive action that may need to be taken to ensure everyone has an equal opportunity to enjoy the same level of access to flyball.

### **The Equalities Act 2010**

The Act means it is against the law to discriminate against anyone because of a protected characteristic; age, gender reassignment, being married or in a civil partnership, being pregnant, disability, race, religion or belief, sex, or sexual orientation. BFA members are to abide by the Equalities Act 2010 in all respects, but this policy focuses specifically on the protected characteristic of 'disability' as it is often the most difficult to recognise and the most misunderstood.

The Act defines a disability as any 'physical or mental impairment that has a substantial and long-term negative effect on a person's ability to do normal daily activities.' This may often not be visible to other people and includes many mental health conditions such as dementia, depression, bipolar disorder, or obsessive-compulsive disorder. The Mind website at [www.mind.org.uk](http://www.mind.org.uk) is a useful resource for finding out more about mental health issues.

The Act places obligations on Officials, Members and Tournament Organisers to avoid as far as possible by reasonable means the disadvantage which a disabled flyballer might experience because of their disability (and this may involve a degree of anticipatory thought and planning). The duty requires Members to take positive steps, wherever reasonable, to ensure that disabled people can fully participate in the racing, camping, associated flyball events and any benefits of membership or attendance at a tournament, training event or seminar that is provided for everyone else.

## **BFA Disability Discrimination Policy Statement**

The BFA Committee, the Officials and the Membership recognise their obligations under the Equality Act 2010 to not discriminate unlawfully against people with disabilities in the application of the BFA Constitution, Rules of Racing and all associated policies, and are committed to making reasonable adjustments which facilitate the inclusion of all members of the flyball community regardless of ability or health. This also covers the people who care for them (e.g. family members) who could be discriminated against by association with the disabled person.

To assist Officials, Members and Tournament Organisers in understanding their responsibilities and obligations under the Equalities Act 2010 the BFA have appointed an Accessibility Officer who can be contacted for advice on any of the above issues. [accessibility@bfa.email](mailto:accessibility@bfa.email)

The following additional resources which provide far greater detail on the application of the Equalities Act 2010 in the BFA are available for download from the BFA website:

Tournament Organisers Guide to Dealing with Disability

Issues. BFA Judges Guide to Dealing with Disability Issues.



## **BFA Safeguarding Statement**

British Flyball Association flyball provides a unique level of access for people of all abilities to actively participate in competitive sport. We are proud to include in our membership people and children from all backgrounds and abilities but we must also understand the positive action that may need to be taken to ensure everyone has an equal opportunity to enjoy the same level of access to flyball and that they are safe when doing so.

All BFA members have a duty of care to protect the welfare of children, young people and vulnerable adults. This statement therefore provides an overview of the overarching principles that guide our approach to Safeguarding within the BFA to protect children, young people and vulnerable adults who engage in flyball as part of racing or activities sanctioned by the BFA, including the dependents of BFA members.

### **The British Flyball Association believe that:**

- Children, young people and vulnerable adults should never experience abuse of any kind.
- BFA members have a responsibility to promote the welfare of all children, young people and vulnerable adults, to keep them safe and to practise flyball in a way that protects them.

### **The British Flyball Association recognise that:**

- The welfare of the child or vulnerable person is paramount.
- All people, regardless of age, disability, gender reassignment, race, religion or belief, sex, or sexual orientation have a right to equal protection from all types of harm or abuse.
- Some children and adults are additionally vulnerable because of the impact of previous experiences, their level of dependency, communication needs or other issues.
- Working in partnership with children, young people, their parents, carers and other agencies is essential in promoting the welfare of young people and vulnerable adults.

**The British Flyball Association will seek to keep children and young people and vulnerable adults safe by:**

- Valuing, listening to, and respecting them.
  - Nominating a safeguarding lead for the Association.
  - Creating and maintaining an anti-bullying environment and ensuring that we have rules and policy to help us deal effectively with any bullying that does arise.
  - Using our safeguarding procedures, detailed below, to share concerns and relevant information with agencies who need to know, and involving children, young people, parents, families and carers appropriately:
1. Sharing information about child protection and safeguarding best practice with BFA members and officials.
  2. Ensuring all necessary checks are made on BFA officials where appropriate.
  3. Providing effective management of BFA officials and enforcing a code of conduct (see BFA Code of Conduct).
  4. Using our procedures to manage any allegations against BFA members or officials appropriately (see “Discussing and Resolving Issues” The BFA Complaints and Disciplinary Policy and Procedures)
  5. Ensuring that we have effective complaints and whistleblowing measures in place (See “Discussing and Resolving Issues” The BFA Complaints and Disciplinary Policy and Procedure)
  6. Ensuring that we provide a safe physical environment for our children, young people, vulnerable adults and officials, by applying health and safety measures in accordance with the law and regulatory guidance.
  7. Recording and storing information professionally and securely.

This statement should be read alongside The BFA Code of Conduct and the Association's full Safeguarding Policy..

Any general concerns or questions regarding the wellbeing of children, young adults or vulnerable adults should be reported to the BFA's Safeguarding lead by email at [safeguarding@bfa.email](mailto:safeguarding@bfa.email)

Any serious concerns or concerns that a crime may have been committed should be immediately reported to the police.



## Kennel cough guidance

As Kennel Cough is highly contagious, the BFA committee are always looking to limit the exposure and ensure that the rules on infectious diseases are adhered to. The incubation period for kennel cough is 7 to 10 days which means that teams may have inadvertently attended a competition prior to their dog showing any symptoms. Due to this we rely on prompt and honest reporting to ensure that any spread is minimised and urge any further cases to be reported immediately to the BFA committee via the BFA secretary.

The BFA Committee has been working in conjunction with the BFA veterinary team and will continue to implement the plan that was first introduced in 2018. This was successful in containing the spread of kennel cough following a number of confirmed cases in dogs attending flyball comps. We are taking this step to try to minimise the risk to all our members' dogs.

### Risk template:

- Infected: those dogs with confirmed KC cannot compete or train for a minimum of 21 days from the last cough/symptom.
- High Risk: dogs from the same primary team - these dogs are not to race or train for 14 days, if no signs/symptoms then they can return to training/racing. Any dogs from other teams spending prolonged periods of time with infected dogs will also fall under high risk.
- Moderate risk: dogs racing in the same division - these teams should take the following precautions to minimise the risk of infection: 1. Wash balls (see advice below), 2. No communal water bowls (take your own bowls for your own dogs), 3. Reduce time by ringside to a minimum and return to camp/parking area and isolate your dogs.
- Low risk: dogs present at a competition, but not in the same division(s), as the infected dogs - to take the same precautions as above.

All teams attending tournaments should be vigilant and also follow the above advice to ensure risk is reduced for all in attendance.

### Ball washing advice

The Bordetella bacteria which can be part of KC can survive for 2 weeks in the environment, especially if the environment is damp. So used tennis balls, thrown into a sealed plastic tub or bucket at the end of a training session or days competition is a lovely environment for the bacteria to survive. It's killed by bleach (5% sodium hypochlorite) diluted at 1:32, or by potassium peroxymonosulfate (Virkon® or Trifectant®). The parainfluenza virus doesn't survive long in the environment.

Kennel cough is always a risk for groups of dogs and we rely on each dog owner taking responsibility and all team captains taking the necessary precautions if they believe there is a potential risk of passing on. Any teams with infected dogs must contact the BFA Committee prior to attending a competition to ensure that all dogs have been clear for the necessary time scales.

**Process if KC is suspected-**

1. Contact BFA Secretary via email
2. Assess dogs in contact- direct and indirect (Dog to dog), (spending time in the same environment as an infected animal, sharing water bowls etc)
3. Withdraw from any competition, can cancel all training events
4. Isolate for 14 days from the date of last symptom.



## Discussing and Resolving Issues Complaints and Disciplinary Policy and Procedures

### The Complaints Procedure

The Association encourages members to try and resolve issues informally in the first instance. Should these efforts not resolve the issue, then members can raise the matter by using the following process.

Any member (*for avoidance of doubt this includes Committee Members*) can raise a Complaint, against another member/members when they believe a breach of the **Associations Code of Conduct, Constitution, Rules of Racing or Policies has occurred.**

The Association wants to make sure that members are able to raise such complaints quickly and easily and that these issues are then directed, and managed through to conclusion by the relevant people within the Association.

### General information on the complaints procedure

The Association believes that all complaints and appeals must be dealt with in a timely manner and have therefore set timescales for these procedures.

It is however important that members note that whilst every effort will be made to manage within the published timescales, sometimes circumstances may mean that this will not be possible. Being prepared to be flexible in this aspect is important here, as it should be remembered that all committee members and appointed officials are volunteers and therefore carry out their duties and responsibilities in their spare time. When such circumstances occur, these will be specified and disclosed to all parties involved and a new deadline for resolution communicated.

The Association will aim to ensure that Online complaint forms are reviewed within 48 hours of the form being submitted. This review will be undertaken by a Complaints Officer who will consider whether any of the initial evidence/information provided in the complaint includes allegations that are at a level that could be classified as Gross Misconduct under the Associations Disciplinary Procedure. Should this be the case, to protect all members, the Association reserves the right to immediately suspend the membership of the respondent/respondents cited in the complaint. This action would be confirmed in writing by a Complaints Officer.

The Associations Complaints procedure is implemented using a summary process. This means that investigations are conducted, and decisions are subsequently taken based on written evidence submitted by Complainants, Respondents and Witnesses. There is no exchange of evidence or cross-examination of parties involved.

Any member who submits a Complaint Form must ensure confidentiality is adhered to and must only discuss the situation with The Head Judge/Deputy Head Judge involved in managing and lodging a complaint at a competition (if the complaint occurs at a competition), their own supporting witnesses and the Complaints Officer appointed to manage the case. Breaching confidentiality in these situations may lead to a Complaint being lodged against the member by a Complaints Officer or the Committee.

Information supplied by other parties involved in the complaints procedure will be dealt with sensitively and only disclosed on a need to know basis. Members should though be aware that to allow members to defend themselves all information on the complaints form and in all witness statements will be made available to the member/members who the complaint is about. However, the following information will remain confidential:

- Names of witnesses.
- Names of young members
- Names of vulnerable members.

Complaints that, following review by a Complaints Officer, are considered to be vexatious or malicious may be rejected.

Complaints that, following review by a Complaints Officer, are considered to be broadly or substantively the same as a previous complaint of a similar nature will only be considered on production of new or additional evidence.

It is important to note that the BFA Committee reserves the right to raise complaints against a member or group of members and that an extended timescale of up to six months from the date of the incident/events occurring is allowed for these complaints. This extension of timescale is felt necessary in order to be able to manage complaints that may only come to light after a lengthy period of time.

# Complaints arising at a competition.

## Step 1 - 'There and then'

Complaints should be raised verbally with the Head Judge/Deputy Head Judge as soon as possible after the situation/issue has occurred.

If a member wishes to make a complaint which involves either

- both the Head Judge and the Deputy Head Judge,

or

- the Head Judge where there is no Deputy Head Judge in attendance,

they should follow the Outside of Competition Pathway

The Head Judge/Deputy Head Judge will explore the situation with the member and all other parties involved, decide on and then implement the best course of action with a view to bringing about a resolution.

The member raising the complaint must then, together with the Head Judge/Deputy Head Judge, complete and submit the online Complaints Form describing the issue/s encountered, the actions taken and outcomes realised.

[https://docs.google.com/forms/d/e/1FAIpQLScnpYuQfHklecNd6Q8EcipMV\\_93toLToxH0Ce2LRI\\_aEFhYkg/viawform?usp=sharing&oid=115991965427641926440](https://docs.google.com/forms/d/e/1FAIpQLScnpYuQfHklecNd6Q8EcipMV_93toLToxH0Ce2LRI_aEFhYkg/viawform?usp=sharing&oid=115991965427641926440)

The form **MUST** be completed and submitted before the end of the competition.

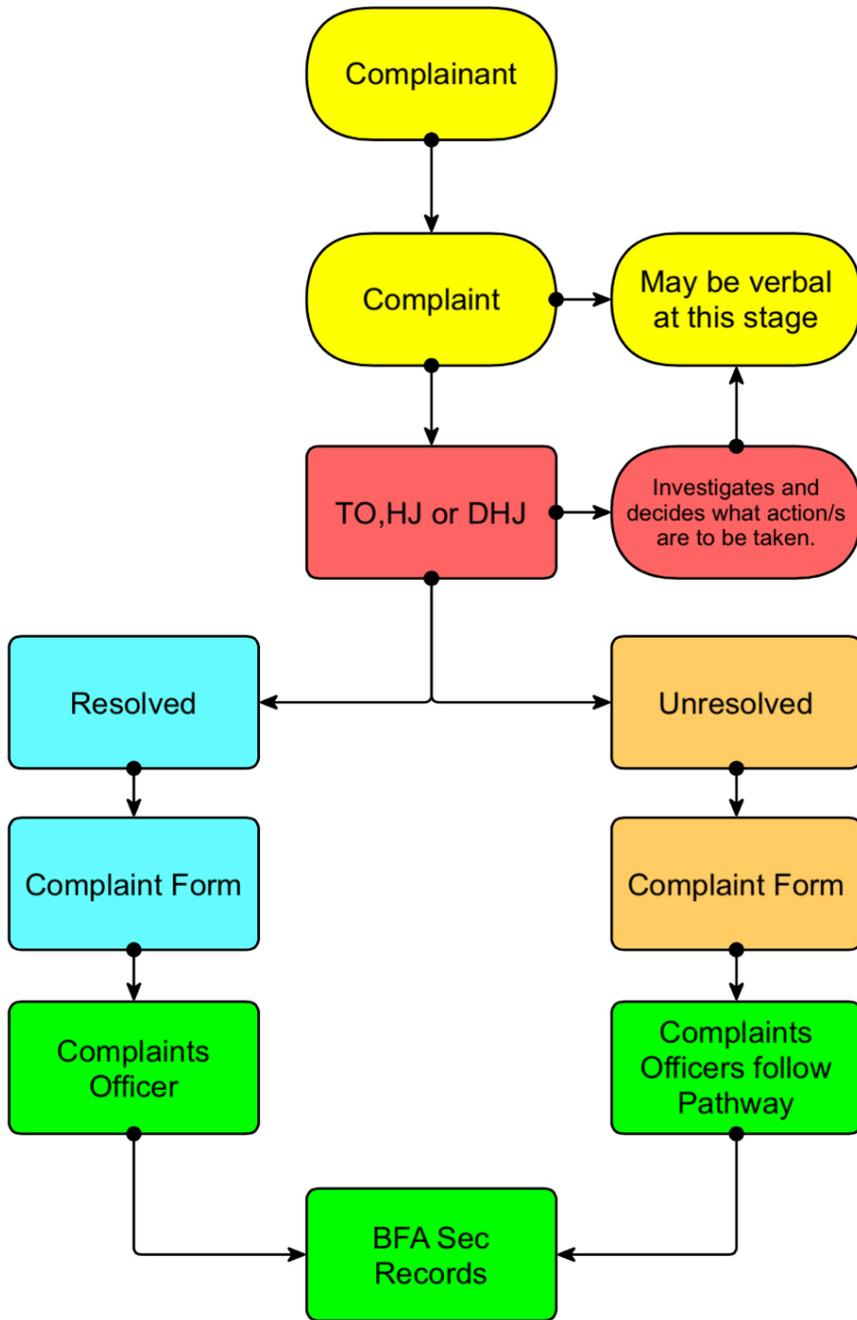
Where a member feels their issue has been satisfactorily resolved, then the matter will be considered closed and no further action on their part is required.

Online Complaint Forms are submitted directly to both the BFA Complaints Team and the BFA Secretary and the details from the forms populate a working spreadsheet.

The BFA Complaints Team then manages each complaint through to conclusion whilst the BFA Secretary monitors work is completed according to timescales.

***.NB - A complaint form submitted by a member relating to a matter arising at a competition that has not been managed in accordance with Step 1 will not be considered.***

# Complaint Management at a Competition.



## Step 2 - The Complaints Pathway

Where Step 1 does not result in a member's complaint being resolved a Complaints Officer will take ownership of the process.

A Complaints Officer, having reviewed the Online Complaints Form, will share the complaint with the appropriate officers or groups within the association relevant to the matter to be considered.

As complaints will be related to potential breaches of the **Associations Code of Conduct, Constitution, Rules of Racing or Policies** they may broadly fall into the following categories:

- Accessibility
- Judging decisions
- Dog Welfare - Vets Team/Trainers
- Safe Guarding
- Misconduct offences

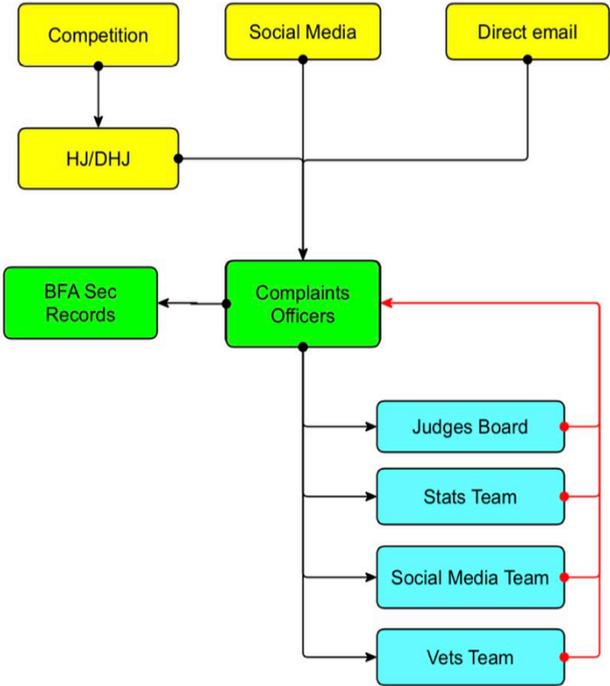
A Complaints Officer will consult the officers and groups relevant to the complaint being considered and where necessary will carry out any further investigations required (this may include contacting the complainant, other relevant parties detailed on the complaint form or any other member of the association who may have relevant information), in order that a decision can be reached on the course of action to be taken.

The actions available at this point are:

- Complaint to be upheld
- Complaint to be dismissed
- Complaint identified as a potential breach of the Associations Code of Conduct to be managed through the Association's misconduct process.

The outcome of this step will be communicated to the member, in writing, by a Complaints Officer within 14 working days of the online complaint form having been received.

# The Complaints Pathway



### **Step 3 - Appeal**

Members whose complaints are dismissed at Step 2 may lodge an appeal against the decision.

Any such appeal must be put in writing and sent by email to the BFA Secretary within 14 days of the date on the outcome letter. The appeal must include the grounds on which the “verdict” taken at Step 2 is challenged.

Issues not reported on the complaint form will not be considered at appeal. However, new evidence relevant to the complaint can be submitted if this was not considered, or available, at the time.

Appeals received outside of this timescale will be deemed out of time and will not be considered.

Appeals are considered and decided upon by 3 members of the Committee who have had no involvement in the complaint.

The appeal decision will be communicated in writing to the member within 14 days of the appointed committee members reaching their decision.

This decision will be final.

# Complaints arising outside of competitions

## Step 1 - 'Tell us about it'

A member wishing to raise a complaint regarding situations/incidents that occur outside of competitions should complete and submit the online Complaints Form.

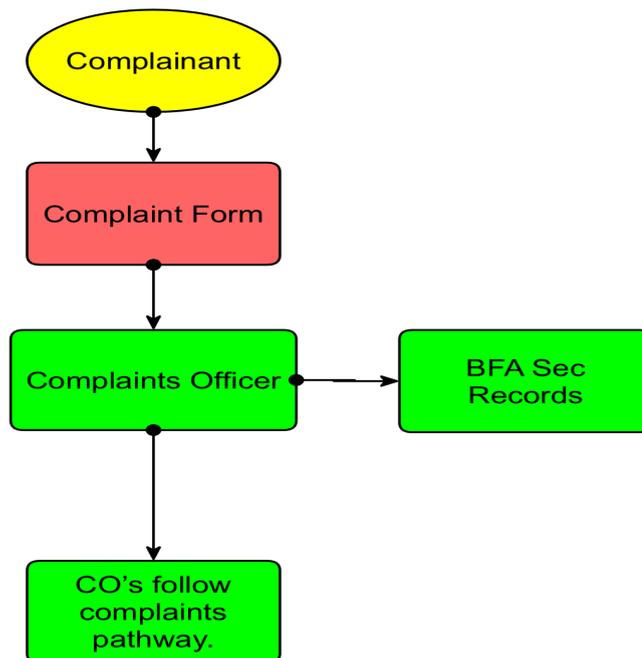
[https://docs.google.com/forms/d/e/1FAIpQLScnpYuQfHklecNd6Q8EcipMV\\_93toLToxH0Ce2LRI\\_aEFhYkg/vi/ewform?usp=sharing&oid=115991965427641926440](https://docs.google.com/forms/d/e/1FAIpQLScnpYuQfHklecNd6Q8EcipMV_93toLToxH0Ce2LRI_aEFhYkg/vi/ewform?usp=sharing&oid=115991965427641926440)

To be considered, the completed form must be submitted within 14 days of the situation/incident occurring. Complaints received outside of this timescale will be considered "out of time" and will not be investigated.

Online Complaint Forms are submitted directly to both the BFA Complaints Team and the BFA Secretary and the details from the forms populate a working spreadsheet.

The BFA Complaints Team then manages each complaint through to conclusion whilst the BFA Secretary monitors work is completed according to timescales.

## Step 2 - The Complaints Pathway



A Complaints Officer, having reviewed the Online Complaints Form, will share the complaint with the appropriate officers or groups within the association relevant to the matter to be considered.

As complaints will be related to potential breaches of the **Associations Code of Conduct, Constitution, Rules of Racing or Policies** they may broadly fall into the following categories:

- Accessibility
- Judging decisions
- Dog Welfare - Vets Team/Trainers
- Safe Guarding
- Misconduct offences

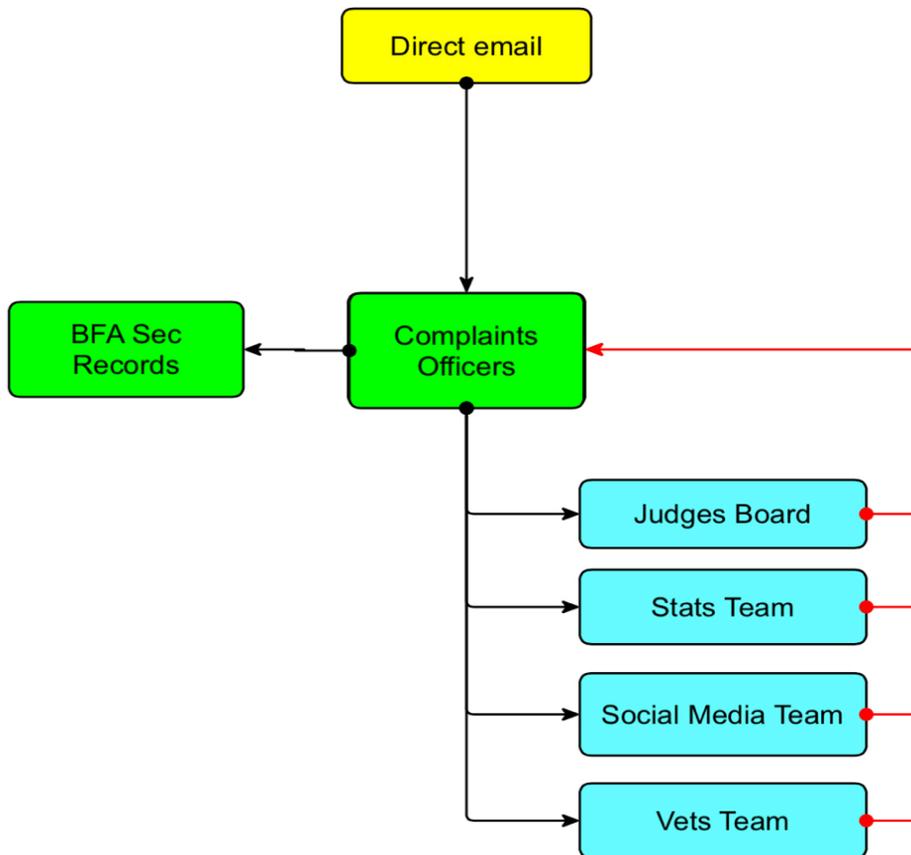
A Complaints Officer will consult the officers and groups relevant to the complaint being considered and where necessary will carry out any further investigations required (this may include contacting the complainant, other relevant parties detailed on the complaint form or any other member of the association who may have relevant information), in order that a decision can be reached on the course of action to be taken.

The actions available at this point are:

- Complaint to be upheld
- Complaint to be dismissed
- Complaint identified as a potential breach of the Associations Code of Conduct to be managed through the Association's misconduct process.

The outcome of this step will be communicated to the member, in writing, by a Complaints Officer within 14 working days of the online complaint form having been received.

# The Complaint Pathway



### **Step 3 - Appeal**

Members whose complaints are dismissed at Step 2 may lodge an appeal against the decision.

Any such appeal must be put in writing and sent by email to the BFA Secretary within 14 days of the date on the outcome letter. The appeal must include the grounds on which the “verdict” taken at Step 2 is challenged.

Issues not reported on the complaint form will not be considered at appeal. However, new evidence relevant to the complaint can be submitted if this was not considered, or available, at the time.

Appeals received outside of this timescale will be deemed out of time and will not be considered.

Appeals are considered and decided upon by members of the Committee who have had no involvement in the complaint.

The appeal decision will be communicated in writing to the member within 14 days of the appointed committee members reaching their decision.

This decision will be final.

# The Disciplinary Procedure

The Associations Disciplinary procedure will be used to manage complaints that fall under the category of Misconduct.

## Standards Of Behaviour

The Associations Constitution, Code of Conduct, Rules of Racing, Policies and Procedures are in place to ensure that all members can take part in their hobby in a safe and positive environment. In summary, it is these documents that provide guidance on the rules to be followed and the standards of behaviour required by members of the Association.

The Code of Conduct is of particular importance. This states that members must:

- Always conduct themselves in an appropriate manner in flyball contexts. For example (not an exhaustive list), when at flyball events such as competitions, demonstrations, and training sessions, in flyball related events such as AGMs and EGMs and also when using social media and other forms of communication. This always includes respectful communications verbally, electronically and in any written communication.
- Always exhibit appropriate behaviour towards others (both children and adults).
- Follow the BFA Constitution and Rules of Racing and interpret them in the spirit of promoting and supporting the flyball community and the sport.
- Follow all BFA policies and procedures published on the BFA website, ensuring they are familiar with them and that they comply with these policies. (Social Media, Data Protection, Disability Discrimination, Safeguarding).

It is the Team Captains responsibility to ensure that all team members are aware of and adhere to these standards at all times.

## **Misconduct**

Misconduct shall include but not be limited to:

- Minor breaches of the Associations Code of Conduct, Constitution, Rules of Racing, Policies and Procedures.
- Abusive or foul language,
- Demonstration of dissatisfaction with a judge's decision.
- Demonstration of poor sportsmanship.
- Wilful intent to gain an unfair advantage.

Or any behaviour that would leave a spectator, competitor, host or sponsor with an unfavourable opinion of Flyball.

## **Possible sanctions for Findings of Misconduct**

These will include but shall not be limited to:

- a. A Formal Written Warning. This warning will provide the rationale behind the decision taken and, where appropriate, detail any improvements or changes required by the member going forward.
- b. Supervision.
- c. Suspension from racing/judging or official duties.

## **Gross Misconduct**

In a case of Gross Misconduct, to protect all members, the Association reserves the right to immediately suspend the membership of the respondent/respondents cited in the complaint. This action would be confirmed in writing by a Complaints Officer.

Gross Misconduct shall include, but not be limited to:

- Major breaches of the Associations Code of Conduct, Constitution, Rules of Racing, Policies and procedures.
- Inhumane treatment of a dog.
- Theft.
- Fraud.
- Disorderly and indecent conduct.
- Physical assault or threatening physical violence on any person.
- Drunk and disorderly conduct.
- The use of illegal drugs.
- Deliberate damage to BFA property or that of any other BFA member or any other person.

All the above will apply at BFA Sanctioned Competitions including outside racing times, and at any other time when gross misconduct is deemed to have been committed by a member.

## **Possible findings for Gross Misconduct**

- a. Suspension from the Association for a set period of time.
- b. Expulsion from the Association.

## General information on the disciplinary procedure

The Association believes that all complaints and appeals must be dealt with in a timely manner and have therefore set timescales for these procedures.

It is however important that members note that whilst every effort will be made to manage within the published timescales, sometimes circumstances may mean that this will not be possible. Being prepared to be flexible in this aspect is important here as it should be remembered that all committee members and appointed officials are volunteers and therefore carry out their duties and responsibilities in their spare time.

When such circumstances occur, these will be specified and disclosed to all parties involved and a new deadline for resolution communicated.

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# The Steps in the Disciplinary Procedure

## Step 1 - 'A Case to Answer'

All complaints raised within the Association via the Online Complaint Form are firstly managed through the Complaint Pathway steps 1 and 2.

The investigation completed by a Complaints Officer would therefore have established that there was a "prima facie" case, relating to misconduct requiring further investigation.

## Step 2 - 'The Investigation'

An Investigating Officer will be appointed by the Complaints Team to conduct a full investigation into the matter.

To ensure fairness and impartiality an Investigating Officer will NOT BE:

- related to the complainant/s, respondent/s, or witnesses in the case,
- a member of the complainant/s or respondent/s Flyball Club,
- involved in any way with the substance of the complaint.

To ensure competence, investigating officers will have a clear understanding of the Associations Rules, Policies and Procedures and wherever possible have experience in conducting investigations and producing reports of findings and recommendations.

Having been appointed to the case, the Investigating Officer will:

- Carry out a review of the information and evidence detailed in the Online Complaints Form together with any other documentation produced through Steps 1 and 2 of the Complaints procedure.
- Contact, by email, both the complainant and respondents in the case to inform them of their appointment, confirm the allegation under investigation and share contact details.
- Where required, contact by email, claimant/s, respondent/s and any witnesses identified in the case in order to clarify points or seek further information/evidence.

On completion of their investigations the Investigating Officer will produce a written Report of Findings and Recommendations and submit this, together with all supporting documentation gathered in the case, to the Complaints Team.

The targeted timescale for completion of investigations is set at 6 weeks from receipt of the Online Complaint Form.

### **Step 3 - 'The Decision'**

The Complaints Team will convene a Disciplinary Decision Making Panel (DDMP).

The role of the DDMP will be to review and consider the Report of Findings and Recommendations produced by the Investigating Officer to reach a decision on the complaint.

The (DDMP) will consist of 1 committee member and 2 other members appointed to the case.

All members of a DDMP, will meet the following criteria:

- be impartial and independent of the Complainant/s and Respondent/s,
- not be linked by Team (including ex members), family or perceived friendship,
- where possible, have qualifications and/or experience which would be helpful and relevant to the case to be considered. e.g. Judge, Measuring Official, Vet, Safeguarding, IT, Social Media, experience of managing and/or deciding on HR/Individual/legal disputes.

### **Potential Outcomes**

Where the DDMP concludes there has been no breach of the Associations Code of Conduct, Constitution, Rules of Racing or Polices the complaint will not be upheld and the case will be closed.

Where the DDMP concludes that there has been a breach of the Code of Conduct, Constitution, Rules of Racing or Polices, their role is to decide on the level of sanction to be applied given the facts of the case.

The sanctions available to the DDMP are detailed in the Misconduct and Gross Misconduct section of this procedure.

Decisions of the DDMP will be communicated to the Complainant, the Respondent and the Committee by the Complaints team in writing.

The target date for completion is within 8 weeks of the Online Complaint Form being received.

## **Step 4 - 'The Appeal'**

Both Claimants and Respondent members may appeal DDMP decisions.

The respondent may appeal any sanction applied by the DDMP.

The complainant may appeal where the decision of the DDMP was to take no action against the respondent.

An appeal must be sent by email to the Complaints Team within 14 days of the date on the DDMP's written decision.

The appeal must provide full details of the grounds of appeal.

### **Appeal Procedure**

The Complaints team will inform the BFA Secretary that an appeal has been received and provide all documents relating to the case.

The BFA Secretary will call a meeting of committee members eligible to decide on the case. For avoidance of doubt this will exclude the committee member on the DDMP and any others in conflict with the case.

The committee members appointed to hear the case shall review the documents considered by the DDMP in reaching their decision, together with the appeal submission.

After deliberation and by majority vote, the Committee shall determine from the evidence available whether to ratify or over-rule the DDMP's decision.

The BFA Secretary shall immediately notify the appellant(s) of the Committee's decision, then close the case, and file all records relating to it.

The BFA Committee reserves the right to publish findings of disciplinary cases in certain situations and only when necessary to maintain transparency and accountability, while still respecting the privacy of the members involved.